

## **CITY OF TUALATIN**

### **Classification Description**

**Job Title:** Police Services Supervisor  
**Department:** Police  
**Reports To:** Police Captain  
**FLSA Status:** Non Exempt

**SUMMARY:** Performs management functions to plan, organize, direct and supervise the Police Records Unit. Performs Police Records activities and operations. Provides information and customer service to the public. Provides assistance to the Department's command staff, such as research and analysis.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following. Other duties may be assigned.

Assists in the development of the Police Records Unit budget and provides supporting documentation on budget requests made.

Develops, implements, and revises as a necessary Police Records Unit policies and procedures.

Encourages, trains in and requires compliance with modern customer service practices; sets example for employees to emulate in customer service.

Exercises general fiscal control over Police Records Unit budget as it relates to overtime costs, and equipment/supply purchase recommendations.

Plans, prioritizes, and assigns the work of Police Services Technicians, Property/Evidence Technician and Parking Enforcement Technician deploying resources as needed to meet department goals and objectives.

Recommends action on hiring, termination, promotion, demotion and transfer; takes appropriate disciplinary action consistent with departmental policies and procedures; adjusts grievances at assigned step in the grievance procedure; conducts performance evaluations on staff; works with personnel to correct performance deficiencies.

Supervises the property/evidence function in the Police Department; ensures that property and evidence is received, processed and disposed of in proper manner; ensures that appropriate documentation is maintained concerning property and evidence that comes into possession of the Police Department; ensures proper security on property and evidence at the Police Department.

Acts as LEDS (Law Enforcement Data System) agency representative; facilitates efficient delivery of requested information; attends annual LEDS updated training for the Police Department; provides training and assures certifications for operations of LEDS are complete.

Acts as official custodian of criminal justice records in the Police Department; takes necessary action to ensure that police records and reports are archived, retained, purged or expunged according to guidelines set forth by the state.

Assists the public by answering questions about specific records, laws and policies related to the areas of responsibility; participates in the resolution of community issues; receives and investigates complaints, and recommends corrective action as necessary to resolve complaints.

Consults with other criminal justice agencies regarding compliance with recent police records law development

Ensures that all LEDS validations, insurance reports, and other matters are processed as outlined by court order, statutory, or administrative rule time frames.

Participates in the selection, testing, and implementation of computer software for assigned activities.

Retrieves and verifies records information for proper information, accuracy, and completion.

Prepares reports, performs research, and composes documents for command staff and the Chief of Police with regard to the Police Department; prepares various reports on operations and activities.

Identifies opportunities for improving services delivery methods and procedures; reviews with command staff; implements improvements; attends staff meetings.

Recommends and assists in the implementation of Departmental goals and objectives.

Coordinates assigned activities with other supervisors, outside agencies, and the general public.

Acts as the Police Department point of contact on various community projects and must be able to create and maintain good relationships with a variety of sources inside and outside the Department.

Drives to city facilities, vendors, training programs, and meetings as necessary.

**SUPERVISORY RESPONSIBILITIES:** This position is responsible for the direct supervision of police records and evidence technician employees. Supervisory responsibilities are in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Regularly required to interpret Police Department policies and procedures.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

**Ethics** - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Includes appropriate people in decision-making process.

**Managing People** - Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Written Communication** - Writes clearly and informatively; Able to read and interpret written information.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**Knowledge:** Advanced knowledge of the principles and practices of modernized law enforcement technology and practices. Considerable knowledge of the principles and practices of evidence processing and management.

**Skills & Abilities:** Skill in applying the principles of office and records management; skill in operating office equipment including computers; skills in applying management theories and practices; skill in applying principles of supervision; skills in evaluating program effectiveness and writing reports; skill in oral and written communication, interpersonal skills as applied to the interaction with co-workers, supervisors, and the general public.

Ability to supervise and implement comprehensive police records program; ability to plan, direct, and coordinate work activities; ability to monitor established programs; ability to train new employees; ability to learn, interpret and apply policies and procedures, laws, statutes, rules and regulations; ability to type text and input data accurately.

Ability to learn and apply computer software applications and written instructions; ability to work independently; ability to carry out research, analyze and summarize data; ability to prepare accurate and logical written reports; ability to communicate clearly and concisely both orally and in writing; ability to use resourcefulness; discretion, and tact in explaining established procedures and regulations to the general public and employees; ability to work with confidential and sensitive information; ability to think clearly and perform effectively in stressful or emergency situations; ability to establish and maintain cooperative working relationships with those contacted in the course of work.

**Certificates, Licenses, Registrations:** Possession of, or ability to obtain possession of, a valid Oregon driver's license.

**EDUCATION and/or EXPERIENCE:** Three years responsible experience in police records functions. Graduation from an accredited college or university with an associate's degree in a related field which would provide the knowledge, skill and ability required of the position; or equivalent combination of education and experience. Knowledge of modern office administration, record keeping practices, and management principles,

methods and practices; knowledge of the principles of supervision, training and performance evaluation; knowledge in the operation of office equipment including computers; knowledge of pertinent federal, state and local laws, codes, regulations and time lines.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and explosives. The noise level in the work environment is usually moderate. Employee will frequently be subject to emotional and/or upset individuals.

Employees in this classification are required to wear uniforms.